

"METHOD FOR CONSOLIDATION OF MULTIPLE DATA SOURCES"

Abstract of the Disclosure

5 A method for consolidating the information from multiple
information sources so as to provide a uniform set of screens for an
agent. All of the information sources are automatically linked in a
coherent manner, which is defined by the user. The provision of an
information item into a field automatically accesses user-specified
10 information items from the various information sources. The user may
combine and present the information from the various information
sources in a uniform manner so that a given item of information always
appears at the same location on the screen, and in the form desired,
regardless of the original display format that is used by the information
15 source. The station (10) receives (501) the initial information item and
then sends (503) this information item to the sources specified by the
information field, receives additional information items from these
sources, and displays or presents the information items received in any
desired media type. The station determines (505) whether any of the
20 information item that it received from a source is necessary to access
another source. If so then the steps (503 and 505) are repeated with the
new information items until all of the information items have been
obtained from all of the sources. The station also transfers (507)
information items input by the agent to the source specified by the
25 information field into which the agent is entering the information. In
this manner, changes to the records of a customer are automatically and
instantly made in all of the sources. Thus, the agent need not switch
between, be familiar with the details of operation of, or know how to
access, a source, screen, or application, because these details are
30 automatically tended to by the station 10. The agent can therefore devote
his or her time to speedily and effectively servicing the customer.